



Diacom Ltd.

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Diacom Annual I.T Service Offering – Brokers Ireland Members – June 2020

Diacom are pleased to offer Brokers Ireland and members annual I.T service solutions based on the following: -

Anti-Virus Protection

Online/computer security threats are serious. Hackers, malware and spam can sneak in and disrupt your business, costing you time, money and maybe even customers. Worst case, they can take down your business completely and any personnel data exposure must be reported to the Data Protection Officer within 72 Hours. Our Webroot Secure Anywhere Anti-Virus software operating via our managed services program Kaseya reduces the chances of that happening by protecting your business computers/servers, network, and email against the latest online threats.

Microsoft Office 365 Cloud Email

Diacom is a certified Microsoft partner and has deployed various Office 365 solutions across many companies. Microsoft Office 365 offers various subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services). This service offering provides Brokers Ireland and its members with an Office 365 Cloud email solution based Microsoft Exchange, 50GB Cloud Mail Storage, full collaboration between devices, shared calendar, memo etc. plus security features and optional cloud service add-on's. **Optional Add-On: - Teams Collaboration Video, Voice, Chat Platform, One Drive File Storage, Office On-Line.**

Domain Name Registration

Diacom is a domain name registrar that allows us to officially register new .ie domain names for our clients, companies and members of the public. Registered by the Irish Domain Name Registry (IEDR) APD189-IEDR we can provision domains and support various email solutions based on Microsoft Exchange, Office 365, Google, POP3 etc. We also have access to other domain name services including .com, .org ending domains. Members of Brokers Ireland can simply provide the desired domain name of which we can do the rest.

Diacom Managed Service Support

Diacom Managed Services powered by **Kaseya Technology** monitors the vital statistics on all servers and computers within an organisations network reporting back results to our Network Operating Centre (NOC). In effect what we are doing is becoming “**proactive**” in our approach to IT service delivery. By adopting this IT strategy, we intend to intercept problems before they can cause serious downtime, our managed service offering. The support contract includes remote help desk services, regular service and security patch updates, threat monitoring and monthly maintenance performance reports.

Costing Details: - 3 Users

Contract Detail	Description x 3 Users Annual Charge	Price
Office 365	Microsoft Office 365 Cloud Email Account (50GB Mailbox)	
Domain Name	.IE or .COM Domain Name Registration	
Anti-Virus	Webroot Secure Anywhere Anti-Virus Endpoint Protection	
Remote Support	Email Remote Support	
Optional Add-On	Microsoft Teams, One Drive Cloud Storage, Office On-Line Extra €100	
Total	Per Annum Excluding Vat @ 23%	€600.00

- Remote Installation & Setup Cost - €200.00 (One Off)
- Add Extra users @ €150 per annum with one off install fee @ €80
- On-Site Service Calls Charged @ €130 Per Hour
- Unlimited Office 365 Daily Backup @ €25 Per User/Annum.
VAT Extra



Optional I.T Service Solutions

- Office 365 Cloud Email Encryption
- **Laptop Encryption €80 (Recommended for GDPR Windows 10 Laptops Only)**
- On-Site Disk Drive Backup
- VOIP Phone Systems
- Hardware & Software Sales
- Cloud Data Backup
- Advanced Threat Protection

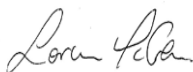
SERVICE RESPONSE TIMES

Fault Grades	Response Time Remote Diagnostics	Response Time On Site	Repair Time	Escalation Time	Update Time
1	1 hour	4 hours	4 hour	4 hours	4 hours
2	2 hours	8 hours	8 hours	8 hours	8 hours

FAULT CATEGORY

Fault/Problem Category	Priority	Description	Examples (but not limited to)
Critical	1	Full Loss of Service	<ul style="list-style-type: none"> • Major sub-system failure e.g. controller, server, core/distribution switch, routers, firewall • Power failure critical hardware • Major software feature • Broadband Outage
		Significant loss of service to an area or important user group.	
Minor	2	Limited or isolated area of functional disability	<ul style="list-style-type: none"> • Management system failure • Minor software/hardware feature

Regards,



Lorcan McCrea

Sales Manager

